





Mayor's Action Center
Service Level Attainment Compliance
August 2014

Service Level Agreement	Target Performance		Current Performance				
Speed to Answer Calls	< :20						
Abandon Rate	< 5%						
Time on Call	< 2:30						
After Call Work	< :40						
Top 5 Service request	Animal (1,513)	Trash (1,451)	Weeds (785)	Illegal Dumping (664)	Aban Vehicle (318)		